

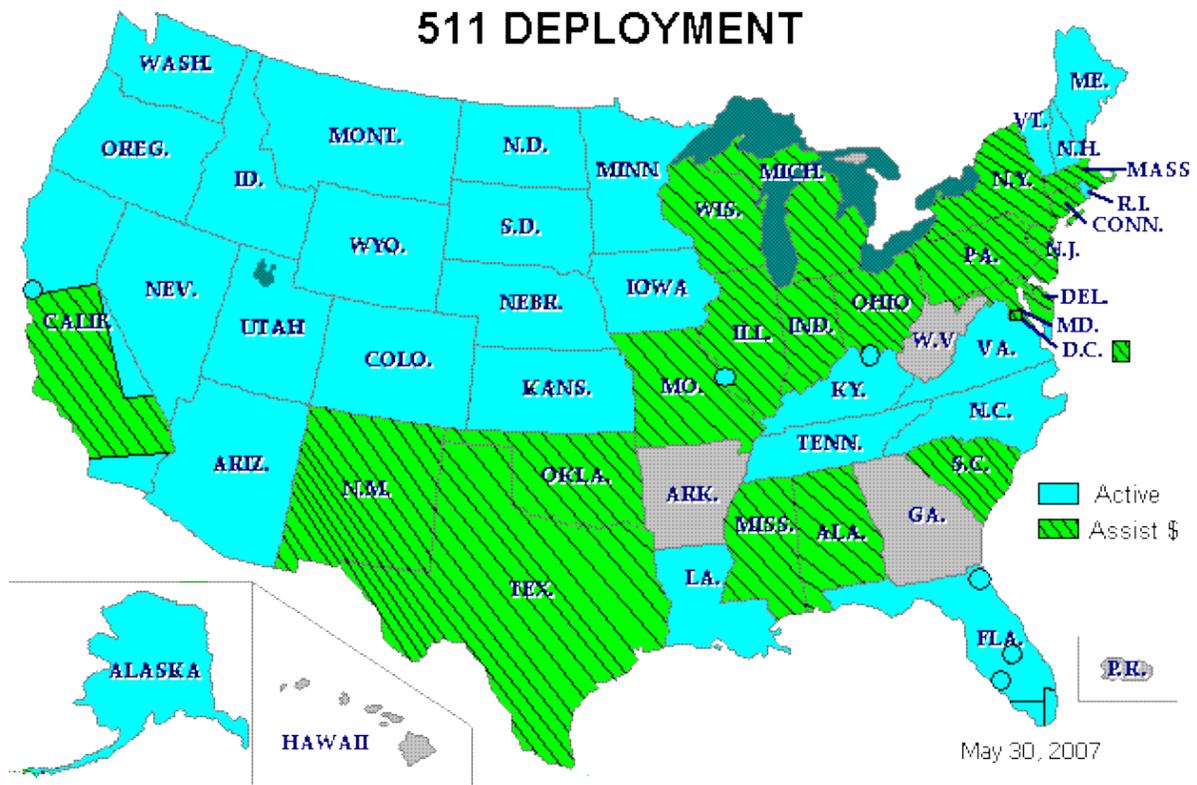


U.S. Department of Transportation



July 2007

Profiles of Traveler Information Services Update 2007



Nationwide Deployment Areas



34 Telephone Services for Travelers

FOREWORD

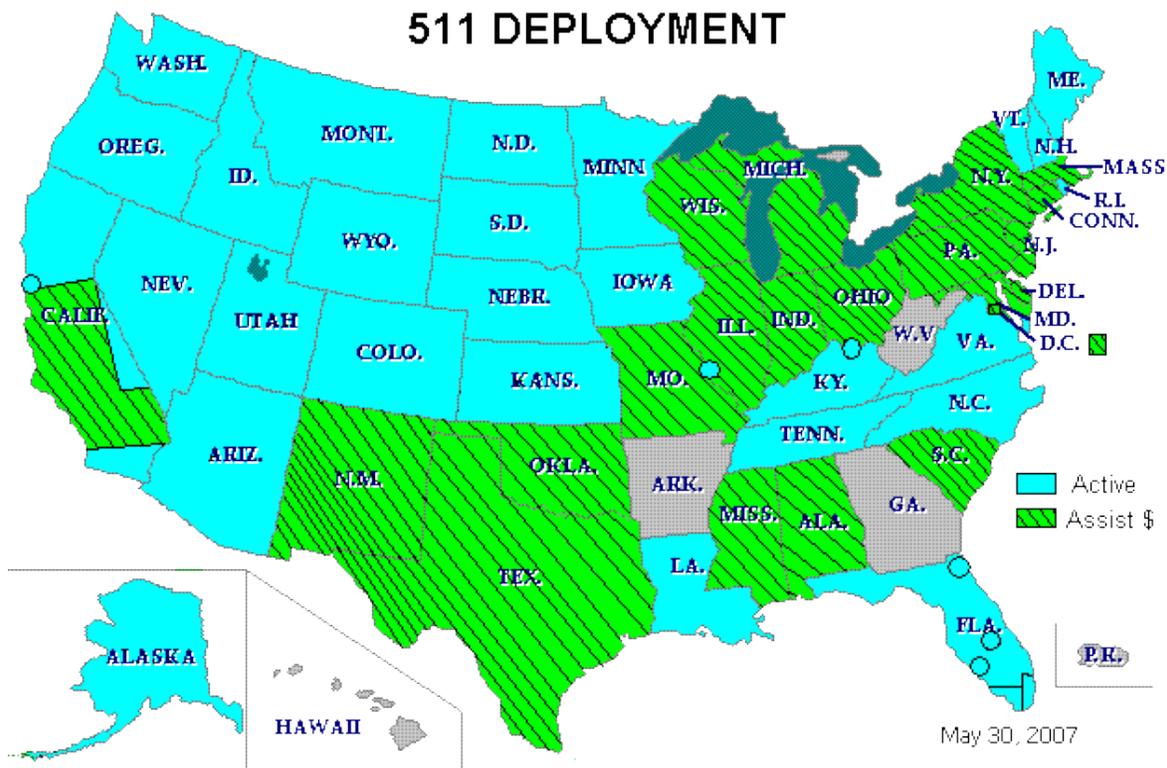
Profiles of 511 Traveler Information Services Update 2007 was prepared by the Federal Transit Administration's (FTA) Office of Research, Demonstration and Innovation to increase public awareness, access, and knowledge of the transit content within existing [511 traveler information services](#). This second edition provides descriptive profiles of each of the thirty-four 511 traveler information services in operation in the United States, as of July 2007. It also includes a listing of the *Thirty-four 511 Systems: Areas of Commonality and Uniqueness*—highlighting areas of information these systems share and identifying those pieces of traveler information unique to specific systems. Information was obtained directly from each 511 call-in telephone number, which can be accessed by any traveler. The 511 system provides an easy way to obtain travel information anywhere in the country, and helps travelers make better decisions on travel routes and modes. This 511 Profiles Update 2007 report is available on the FTA Website at [\[http://www.fta.dot.gov/assistance/research/research_5638.html\]](http://www.fta.dot.gov/assistance/research/research_5638.html)

Highlights - Of the 34 systems profiled in this report, *31 systems* have co-branded websites. *Eighteen (18) systems* provide public transit information [Arizona, Cincinnati/ Northern Kentucky, Maine, Minnesota, MO DOT/St. Louis, New Hampshire, North Carolina, Orlando/Central Florida, Rhode Island, Sacramento/Northern California, San Diego, San Francisco Bay Area, Southeast Florida, Tampa Bay, Utah, Vermont, Virginia, Washington State]. *Nine systems* automatically transfer a caller, if requested, to a transit provider [Arizona, Cincinnati/Northern Kentucky, Maine, Minnesota, North Carolina, Orlando/Central Florida, Sacramento/Northern California, Southeast Florida, Virginia].

The National 511 Traveler Information Service is under the guidance of the National 511 Deployment Coalition. The Coalition is comprised of the following major transportation organizations—American Association of State Highway and Transportation Officials, American Public Transportation Association, ITS America, and U.S. Department of Transportation.

Note: 511 Resources are available at [\[http://www.deploy511.org\]](http://www.deploy511.org)..

The Coalition's stated goal for 511 is that: *511 will be a customer driven multi-modal traveler information service, available across the United States, accessed via telephones and other personal communications devices, realized through local deployed interoperable systems, enabling a safer, more reliable and efficient transportation system.* - [The 511 National Vision for 511](#)



FRONT COVER MAP
[\[http://ops.fhwa.dot.gov/511\]](http://ops.fhwa.dot.gov/511)

This 511 Deployment map and the information that follows have been extracted from the Federal Highway Administration’s (FHWA) 511 Deployment Website. The solid blue-green areas on the map depict states with active 511 services. States in slanted line/green area have applied to the FHWA for 511 planning assistance grants.

[\[http://www.ops.fhwa.dot.gov/511/about511/status/status.htm\]](http://www.ops.fhwa.dot.gov/511/about511/status/status.htm)

Active Locations

Where 511 traveler information services are available

- Alaska 511 • Arizona 511 • ARTIMIS - Northern Kentucky / Cincinnati • Colorado 511
- Eastern Sierras, California • Florida 511 • Idaho 511 • Iowa 511 • Jacksonville 511
- Kansas 511 • Kentucky 511 • Louisiana • Maine 511 • Minnesota 511 • Montana 511
- Nebraska 511 • Nevada 511 • New Hampshire 511 • North Carolina 511 • North Dakota 511
- Oregon 511 • Orlando / I-4, Florida • Rhode Island 511 • Sacramento / Northern California Region 511 • San Diego 511 • South Dakota 511 • South Florida Smart SunGuide
- Southwest Florida 511 • St. Louis Gateway Guide 511 • Tampa Bay area 511
- TravInfo® - San Francisco Bay area • Tennessee 511 • Utah CommuterLink
- Vermont 511 • Virginia 511 Travel Information / I-81 • Washington State 511 • Wyoming 511

Adopter Overview Reports

"Adopters" were among the first to investigate implementing 511 traveler information services.

- Arizona • Greater Detroit • Kentucky • Minnesota • San Francisco Bay Area
- Shenandoah Valley, Virginia (Full report) • Utah

States that Received Assistance Funding

Locations that have received funding under the 511 Planning Assistance Program.

- Alabama • Alaska* • Arizona • California • Colorado • Connecticut
- Delaware • District of Columbia • Florida • Idaho • Illinois • Indiana
- Iowa* • Kansas • Kentucky • Louisiana • Maine* • Maryland • Massachusetts
- Michigan • Minnesota* • Mississippi • Missouri • Montana • Nebraska
- Nevada • New Hampshire* • New Jersey • New Mexico* • New York
- North Carolina • North Dakota • Ohio • Oklahoma • Oregon • Pennsylvania
- Rhode Island • South Carolina • South Dakota • Tennessee • Texas • Utah
- Vermont* • Virginia • Washington State • Wisconsin

- CARS-511 Pooled Fund States

Deployment Coalition Website [<http://www.deploy511.org>]

More information about launches that have already taken place or are planned is provided in the [Timeline of 511 Services In Operation](#). The timeline also includes contact information for the public information officers and technical project managers for each deployment.

View the 511 Deployment Coalition's Annual Progress Reports [[2003](#)] [[2004](#)] [[2005](#)] [[2006](#)].
Last updated: Monday, June 18, 2007 3:47 PM

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*511 Systems with transit content



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Profiles of 511 Traveler Information Services Update 2007
Available From:

Federal Transit Administration
Office of Research, Demonstration and Innovation
U.S. Department of Transportation
Washington, DC 20590

[\[Order Research Report\]](#)

Fax: 202-366-3765

- Online at [http://www.fta.dot.gov/assistance/research/research_5638.html]

I. Deployment Table



| DEPLOYMENT NAME | TRANSIT CONTENT | AUTOMATIC TRANSFER | WEBSITE | TELEPHONE |
|--|-----------------|--------------------|---|--|
| 1. Alaska | No | | www.511.alaska.gov | 866-282-7577 |
| 2. Arizona | Yes | Yes, | www.az511.com | 888-411-ROAD/7623 |
| 3. Cincinnati/ Northern Kentucky | Yes | Yes. | www.artimis.org . | 513-333-3333 |
| 4. Colorado | No | | www.cotrip.org | 303-639-1111 |
| 5. Florida | No | | www.fl511.com | 866-511-3352 |
| 6. Idaho | No | | www.511.idaho.gov | 888-432-7623 |
| 7. Iowa | No | | www.dot.state.ia.us/511 | 800-288-1047 |
| 8. Kansas | No | | http://www.ksdot.org/bureaus/offices/info/511info/overview.asp | 800-585-ROAD/7623 or 866-511-KDOT/5368 |
| 9. Kentucky | No | | www.511.ky.gov | 866-737-3767 |
| 10. Louisiana | No | No | http://www.511la.org/ | 1-888-762-3511 |
| 11. Maine | Yes + Ferry | Yes. | www.511maine.com | 866-282-7578 |
| 12. Minnesota | Yes | Yes. | http://www.511mn.org/ | 800-542-0220 |
| 13. Missouri DOT St. Louis Gateway | Yes | No | http://www.modot.org/stlouis/index.htm . | 877-478-5511 |
| 14. Montana | No | | www.mdt.state.mt.us/travinfo511 | 800-226-7623 |
| 15. Nebraska | No | | None | 800-906-9069 |
| 16. Nevada | No | | www.nevadadot.com | 877-687-6237 |
| 17. New Hampshire | Yes, bus only | No. | www.nh.gov/dot/511 | 866-282-7579 |
| 18. North Carolina | Yes | Yes. | www.ncsmartlink.org/511 | 877-511-INNC/4662 |
| 19. North Dakota | No | | www.state.nd.us/dot/divisions/maintenance/511_nd.html | 866-MY-ND-511 [866-696-3511] |
| 20. Oregon | No | | www.TripCheck.com | 800-977-ODOT/6368 or 1-503-588-2941 |
| 21. Orlando [Central Florida] | Yes | Yes. | www.fl511.com | 866-510-1930 |
| 22. Rhode Island | Yes | No. | None | 888-401-4511 |
| 23. Sacramento/ northern California | Yes | Yes | www.sacrereion511.org | 877-511-TRIP/8747 |
| | | | | |

| DEPLOYMENT NAME | TRANSIT CONTENT | AUTOMATIC TRANSFER | WEB SITE | TELEPHONE |
|----------------------|-----------------|--------------------|--|---------------------------------|
| 24. San Diego | Yes | No | www.511sd.com | 800-215-4551 |
| 25. San Francisco | Yes | No | www.511.org | 510-817-1717 |
| 26. South Dakota | No | | www.sddot.com/511.asp | 866-MY-SD-511 [866-697-3511] |
| 27. South Florida | Yes | No. | www.southflorida511.com | 866-914-3838 |
| 28. Tampa Bay | Yes | No | www.511tampabay.com | 800-576-3886 |
| 29. Tennessee | No | Yes | www.tn511.com | 877-244-0065 |
| 30. Utah | Yes | No. | None | 866-511-UTAH (8824) |
| 31. Vermont | Yes | No | www.511vt.org | 800-ICY-ROAD (429-7623) |
| 32. Virginia | Yes | Yes | www.511virginia.org | 800-578-4111 |
| 33. Washington State | Yes | Yes | www.wsdot.wa.gov/traffic/511 | 800-695-7623 |
| 34. Wyoming | No | No | www.wyoroad.info | 888-996-7623 |
| | | | | |

8/31/2017

II. 511 Traveler Information Services – 34 Profiles



Phone Number: 866-282-7577

Co-branded Website: www.511.alaska.gov

Opening Greeting

“Welcome to Alaska 511 ‘Travel in the Know.’ To request information on a specific highway press one ‘1’ or say “highway.” To request a local summary press two ‘2’ or say “local.” For the menu options press zero ‘0’ or say “menu” at any time.”

911 Citation? No

Basic Menu

“**Menu**—here are all the categories: press one ‘1’ or say “highway reports”, press two ‘2’ or say “local summaries”, press three ‘3’ or say “weather reports”, press four ‘4’ or say “ferries”, press five ‘5’ or say “comments on 511”, press six ‘6’ or say “Yukon road reports”, press star ‘*’ or say “help with 511”. That’s all the categories. To repeat this press the star ‘*’ key or say “repeat”.”

1. Highway Reports
2. Local Summaries
3. Weather Reports
4. Ferries
5. Comments on 511
6. Yukon Road Reports
7. Help with 511

Transit Menu: None

Connection/Referral to Transit Systems? No

Ability to navigate up the Menu? Yes

Transfer to other 511 systems? No

Transfer to what other systems? N.A.

Date: April 2007



Phone Number: 888-411-ROAD (7623)

Co-branded Website: www.az511.com

Opening Greeting:

“Welcome to the Arizona 511 system. If you prefer to use our touch tone system press the star* key now, otherwise, you may make your selection by saying one of the following: roads, transit, airports, tourism or a quick report on the metro region.”

911 Citation? No

Basic Menu

1. Roads
2. Transit
3. Airports
4. Tourism
5. Quick Report [on the metro region]
6. “To leave a comment at any time press ‘8’”

Transit Menu

1. Phoenix Valley Metro

“Here is information provided by Phoenix Valley Metro Transit. If you’d like to be transferred to Valley Metro’s customer service line, press the pound ‘#’ key at any time during the recording.”

2. Tucson Sun Tran System

“Here is information provided by Tucson Sun Tran Transit. If you’d like to be transferred to Sun Tran’s customer service line, press the pound ‘#’ key at any time during the recording.”

3. Native American Transits:

- a. Hopi Tribe Transit System
- b. Navajo Transit System
- c. Salt River Pima America Transit Service

4. Rural Areas - North

- a. Bull Head Area Transit System
- b. Cottonwood Area Transit System
- c. Lake Havasu City Transit
- d. Show Low Pinetop Four Seasons Transit
- e. Kingman Area Regional Transit

5. Rural Areas - South

- a. City of Bisbee Transit System
- b. Coolidge Express
- c. Miami Transit
- d. Pima County Transit
- e. Sierra Vista's Vista Transit
- f. Sunsites Transportation in the City of Pierce

Connection/Referral to Transit Systems?

Yes, both summary information and option for direct connection to transit exists.

Ability to Navigate up the Menu?

Automatically transferred back to the Main Menu for no response.

Transfer to other 511 systems? No

Transfer to what other systems? N.A.

Date: April 2007

Cincinnati/Northern Kentucky

Phone Number: 513-333-3333

Co-branded Website: www.artimis.org

Opening Greeting

“Welcome to the ARTIMIS [Advanced Regional Traffic Interactive Management & Information System] traveler information service. For express keypad entry please press the star ‘*’ key now. For voice recognition and touch tone entry remain on the line. Please select one of the following menu items: for local traffic conditions press or say one ‘1’, for statewide conditions press or say two ‘2’, for transit information press or say three ‘3’, for event information press or say four ‘4’, for weather information press or say five ‘5’, to provide feedback on this service press or say six ‘6’, for tips on using the system press or say zero ‘0’ for many of the menus.”

911 Citation? No

Basic Menu

1. Local Traffic Conditions
2. Statewide Conditions
3. Transit Information
4. Event Information
5. Weather Information
6. Feedback on this Service
7. Tips on Using the System

Transit Menu

“The following transit information is available:

1. **For Cincinnati** bus travel information and transportation to and from special events, press or say one ‘1’.
2. **For Northern Kentucky** bus information and travel to and from special events, press or say two ‘2’.
3. **For additional information for Metro**, TANK [Transit Authority of Northern Kentucky], ride share and alternative transportation, press or say three ‘3’.

“Welcome to the **ARTIMIS alternative transportation information Hotline**, please listen to the following options available:

- a. To be transferred to Cincinnati Metro bus service, press or say one ‘1’.
- b. To be transferred to TANK bus service, press or say two ‘2’.
- c. To be transferred to rideshare, press or say three ‘3’.

Cincinnati/Northern Kentucky *...continued*

- d. To be transferred to airport shuttle and limousine service, press or say four '4'.
- e. To be transferred to Butler County RTA, press or say five '5'.
- f. To be transferred to Warren County Transit Service, press or say six '6'.
- g. To be transferred to Claremont County Transportation Connection, press or say seven '7'.
- h. To return to the main menu, press or say nine '9'.

Connection/Referral to Transit Systems? Yes

Ability to navigate up the Menu? Yes

Transfer to other 511 systems? No

Transfer to what other systems? N.A.

Date: May 2007



Phone Number: 303-639-1111

Co-branded Website: www.cotrip.org

Opening Greeting

“Welcome to the Colorado Department of Transportation 511 Road Information hotline. If this is an emergency, hang up and dial 911. This information is also available on the web at: ‘cotrip.org’. For statewide road and weather information, press one ‘1’; for scheduled construction and maintenance activities, press two ‘2’; for transfer to surrounding states, press four ‘4.’

911 Citation? Yes

Basic Menu

1. Latest reported Road and Weather Conditions Statewide
2. Scheduled Road Construction and Maintenance Activities’
3. Trucker Information
4. Transfer to Surrounding States

Transit Menu None

Connection/Referral to Transit Systems? No

Ability to navigate up the Menu? N.A.

Transfer to other 511 systems? No

Transfer to what other systems? Wyoming, Arizona, Kansas, Nebraska New Mexico, Oklahoma, Utah

Date: April 2007

Florida Statewide



Phone Number 866-511-3352

Co-branded Website www.fl511.com:

Opening Greeting

“Welcome to **Florida’s statewide Sun Guide** travel information system. To switch to touch tone mode, press ‘88’ or ‘tt.’ If you need instructions, say “help” or press the star ‘*’ key. I can get you information on major highways throughout the State or more detailed information in Northeast Florida, Southeast Florida, Central Florida, or Tampa Bay. What would you like? Say “highways” or press one ‘1’, say “Northeast Florida” or press two ‘2’, say “Southeast Florida “ or press three ‘3’, say “Central Florida” or press five ‘5,’ say “Tampa Bay” or press ‘6’, or press the pound ‘#’ key to tell us what you think.”

911 Citation? No

Basic Menu

1. Highway
2. Southeast Florida
3. Northeast Florida
5. Central Florida
6. Tampa Bay
- # Tell us what you think.

Transit Menu None

Connection/Referral to Transit Systems? No

Ability to navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Southeast Florida, Northeast Florida, Tampa Bay or Orlando/Central Florida

Date: April 2007



Phone Number: 800-288-1047

Co-branded Website: www.dot.state.ia.us/511

Opening Greeting

“Welcome to 511 traffic information brought to you by the Iowa State Patrol and the Iowa Department of Transportation. Say the name of the city you want, or using your keypad enter the first three letters of the city followed by the pound ‘#’ key. You could also say ‘menu’ to go to the main menu. **Menu** - here are all the categories you can choose from. When you hear the one you want just say it: highway traffic, road weather, statewide summary, regional summary, help with 511. That’s all the categories. Just say the one you want.”

911 Citation? No

Basic Menu

1. Highway Traffic
2. Road Weather
3. Statewide Summary
- 3 Regional Summary
- 4 Help with 511

Transit Menu None

Connection/Referral to Transit Systems? No

Ability to navigate up the Menu? Yes

Transfer to other 511 systems? No

Transfer to what other systems? N.A.

Date: April 2007



Phone Number: 888-432-7623

Co-branded Website: www.511.idaho.gov

Opening Greeting

“Welcome to 511 travel information brought to you by the Idaho Transportation Department. You can also access traveler information on the internet at: 511.idaho.gov. Say the name of the city in the region you want, or hold on for the main menu. Menu--here are all the categories you can choose from. When you hear the one you want, just say it: highway reports, weather, regional summary, Idaho tourism, other States, help with 511. That’s all the categories. Just say the one you want.”

911 Citation? No

Basic Menu

1. Highway Reports
2. Weather
3. Regional Summary
4. Idaho Tourism
5. Other States
6. Help with 511

Transit Menu None

Connection/Referral to Transit Systems? No

Ability to navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Washington State, Oregon

Date: April 2007



Phone Number: 800-585-ROAD [7623] or 866-511-KDOT [5368]

Co-branded Website: [<http://www.ksdot.org/bureaus/offtransinfo/511info/overview.asp>]

Opening Greeting

“Welcome to the Kansas 511 traveler information system. If this is an emergency, hang up now and dial 911. At any time for assistance with menu options, say “help” for instructions. For additional information, visit our website at: 511.ksdot.org. For Kansas Turnpike system press or say one ‘1’; for Kansas highways press or say two ‘2’; for Nebraska highways press or say three ‘3’; for road and weather information in other neighboring States press or say four ‘4’”

911 Citation? Yes, in opening greeting

Basic Menu

[Note: For information about traveling in Minnesota, Montana, Nebraska, North Dakota and South Dakota visit the website at [www.safetravelusa.com]

1. Kansas Turnpike System
2. Kansas Highways
3. Nebraska Highways
4. Road and Weather Information in other Neighboring States
 - a. For Missouri Highways, please call: 1-800-222-6400
 - b. For Colorado Highways, please call: 303-639-1111
 - c. For Oklahoma Highways, please call: 405-425-2385

Transit Menu None

Connection/Referral to Transit Systems? No

Ability to navigate up the Menu? No

Transfer to other 511 systems? No

Transfer to what other systems? N.A

Date: March 24, 2006 (No Change in 2007)

Kentucky Statewide

Phone Number: 866-737-3767

Co-branded Website: www.511.ky.gov

Opening Greeting

“Welcome to 511 traffic and travel information brought to you by the Kentucky Transportation Cabinet. Menu --here are all the categories you can choose from. When you hear the one you want, just say it: highway traffic, statewide summary, regional summary, tourism, travel condition systems for surrounding States, comments on 511, help with 511. That’s all the categories. Just say the one you want.”

911 Citation? No

Basic Menu

1. Highway Traffic
2. Statewide Summary
3. Regional Summary
4. Tourism
5. Travel Condition Systems for Surrounding States
6. Comments on 511

Transit Menu None

Connection/Referral to Transit Systems? No

Ability to navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Virginia, Tennessee

Date: April 2007



Phone Number: 888-ROAD-511 (762-3511)

Co-branded Website: www.511la.org

Opening Greeting

“This is 511 travel information brought to you by the Louisiana Department of Transportation and Development. When you are done say "goodby" and you can leave us your comments. For a regional summary say "regional" or for a route based report say "route". You can also say "menu" to go to the main menu: [Note: Press zero '0'] Here are all the categories you can choose from. When you hear the one you want just say it; route report, regional summary, weather, comments on 511 and help with 511. That 's all the categories Just say the one you want. "

911 Citation: No

Basic Menu

1. Route Reports, press one '1'
2. Regional Summary, press two '2'
3. Weather, press three '3'
4. Comment on 511, press four '4'
5. Help with 511, press '5'

Transit Menu: No

Connection/Referral to Transit Systems? No

Ability to Navigate up the Menu? Yes

Transfer to other 511 systems? No

Transfer to what other systems?

Date: July 22, 2007



Phone Number: 866-282-7578

Co-branded Website: www.511maine.com

Opening Greeting

“Welcome to 511 travel information brought to you by the Maine Department of Transportation. Say the name of the city in the region you want or say ‘menu’ to go to the main menu. **Menu**—here are all the categories you can choose from. When you hear the one you want just say it: highway traffic, road weather, regional summary, Acadia National Park, tourism, ferry service and transit, other States, help with 511. That’s all the categories. Just say the one you want.”

911 Citation? No

Basic Menu

[You can reach the main menu by pressing zero ‘0’ at any time]

1. Highway Traffic
2. Road Weather
3. Regional Summary
4. Acadia National Park
5. Tourism
6. Ferry Service and Transit
7. Other States
8. Help with 511

Transit Menu

“For ferry service information in the State of Maine, say or press one ‘1’.

“For transit service information in the State of Maine, say or press two ‘2’.”

1. **Ferry Service.** “For ferry service information in the State of Maine you can visit: [www.511maine.gov]and click on the link ‘Explore Maine’. To hear more details on ferry services, you can choose from the following options; when you hear the one you want just say it: Maine State Ferry Services, Casco Bay Lines in Portland, Scotia Prince Cruises in Portland, and The Cat in Bar Harbor. That’s all the options. Just say the one you want.”
2. **Transit service.** “For bus information in the State of Maine you can visit [www.511maine.gov] and click on the link ‘Explore Maine’. For Portland Transit information press ‘1’, for Lewiston-Auburn Transit information press ‘2’, for Bangor Transit information press ‘3’.”

Maine  ... *continued*

- a. **Portland Transit Information:** “Call Metro at 207-774-0351 or I can transfer you. Would you like to be transferred? Say yes or no.”
- b. **Lewiston-Auburn Transit Information.** “Call CityLink at 207-777-4563 or I can transfer you. Would you like to be transferred? Say yes or no.”
- c. **Bangor Transit Information.** “Call BACTS Community Connector at 207-947-0536 or I can transfer you. Would you like to be transferred? Say yes or no.”

Connection/Referral to Transit Systems? Yes

Ability to navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Rhode Island, Vermont, New Hampshire

Date: April 2007



Phone Number: 800-542-0220

Co-branded Website: <http://www.511mn.org/>

Opening Greeting

“This is 511 travel information brought to you by the Minnesota Department of Transportation. Say the name of the city in the region you want, or using your keypad enter the first three letters of the city followed by the pound ‘#’ key. You can also say ‘menu’ to go to the main menu.”

911 Citation? No

Basic Menu

“Menu--here are all the categories you can choose from. When you hear the one you want, just say it.”

1. Route Reports
 2. Regional Reports
 3. Transit
 4. Weather
 5. To Leave us a Comment on 511
- * Help with 511, “You can press the star ‘*’ key.”

Transit Menu

“Minnesota Transit—Say the name of the city in the region you want to hear information of nearby transit providers, or using your keypad enter the first three letters of the city followed by the pound ‘#’ key.”

1. St. Cloud
 - a. St. Cloud MTC Metro Bus
 - b. St. Cloud MTC Metro Bus Para-transit
2. Duluth
 - a. Arrowhead Transit Dial-a-Ride and Route Deviation Service
 - b. Duluth Transit Authority [DTA] Regular Route
 - c. Duluth Transit Authority [DTA]—STRIDE [Special Transit Ride]
 - d. Virginia Dial-a-Ride
3. International Falls
 - a. Arrowhead Transit Dial-a-Ride and Route Deviation Service
4. Minneapolis-St. Paul
 - a. Laylaw (?) Transit Service operates a Dial-a-Ride Service
 - b. Transit Team operates a Dial-a-Ride Service
 - c. Metro Transit [MT]
 - d. Minnesota Valley Transit Authority [MVTA]

Minnesota  ... *continued*

5. Anoka
 - a. Anoka County Traveler
 - b. Metro Transit [MT]
 - c. Northstar Commuter Coach
6. Detroit Lakes
 - a. Becker County Transit
 - b. Clay County Rural Transit [CCRT]
7. Bemidji
 - a. Paul Bunyan Transit Dial-a-Ride and Route Deviation Service
8. Mankato
 - a. Mankato Heartland Express
 - b. Watonwan Take Me There Bus
9. Moorhead
 - a. Clay County Rural Transit [CCRT]
 - b. Moorhead Metro Area Transit [MAT]
10. Virginia
 - a. Arrowhead Transit
 - b. Virginia Dial-a-Ride
11. Annandale
 - a. Annandale Heartland Transit. Dial-a-Ride and Route Deviation Service
12. Elk River
 - a. RiverRider Public Transit Dial-a-Ride, Route Deviation and Subscription Service
13. Granite Falls
 - a. Granite Falls Heartland Express Dial-a-Ride Service
14. St. James
 - a. Watonwan Take Me There Bus Dial-a-Ride Service
15. Arlington
 - a. Trailblazer Transit
16. Stillwater
 - a. Streets Circulator operates a Dial-a-Ride service
 - b. Metro Transit
 - c. Human Services operates a Dial-a-Ride service
17. Burnsville
 - a. Metro Transit
 - b. Dakota Area Resources and Transportation for Seniors Dial-a-Ride
 - c. Minnesota Valley Transit Authority

Minnesota  ... *continued*

- 18. Hibbing
 - a. Arrowhead Transit
 - b. Hibbing Area Transit
 - c. Virginia Dial-a-Ride
- 19. Luverne
 - a. Rock County Heartland Exp
- 20. Roseau
 - a. Roseau County Area Transit Dial-a-Ride and Route Deviation
- 21. Crookston
 - a. Tri-Valley Heartland Express Dial-a-Ride and Subscription Service
- 22. Olivia
 - a. Renville Heartland Express Dial-a-Ride Service

Connection/Referral to Transit Systems? Yes

Ability to navigate up the Menu? Yes

Transfer to other 511 systems? No

Transfer to what other systems? N.A.

Date: April 2007

Missouri – St. Louis Gateway



Phone Number: 1-877-478-5511

Co-branded Website: [<http://www.modot.org/stlouis/index.htm>]

Opening Greeting:

“Traffic.com. Hello and welcome to Gateway Guide 511 Traveler Information Service brought to you by Missouri (MO) DOT. For other transportation options please say ‘directory’ at any time. What road do you want?”

911 Citation? No

Basic Menu Structure: [Note: “Say ‘directory’ to hear the following: “Here are a few important numbers to help you get around St. Louis.”]

1. To reach MO DOT, call 1-888-275-6636
2. For Missouri Highway Patrol, phone 1-800-525-5555
3. Illinois DOT is at 1-217-782-7820
4. St. Louis Metro Information is at 1-314-231-2345
5. Missouri Road Conditions is at 1-800-222-6400

“Just say ‘Directory’ at any time to hear this list again. What road do you want?”

Transit Menu? [Note: “Say ‘directory’ to hear the following: “Here are a few important numbers to help you get around St. Louis”.]

1. St. Louis Metro Information is 1-314-231-2345.

Connection/Referral to Transit Systems? Yes

Ability to Navigate up the Menu? Yes.

Transfer to other 511 systems?: No.

Transfer to what other systems? None

Launch Date: May 11, 2007

Date: July 24, 2007



Phone Number: 800-226-7623

Co-branded Website: www.mdt.state.mt.ustravinfo511

Opening Greeting

“Welcome to the Montana 511 travelers information system. This system uses voice recognition. To enable this feature, press the star ‘*’ key now: for highway conditions, press one ‘1’; for Glacier Park Tourist Information, press five ‘5’; for information in other States, press seven ‘7’.”

911 Citation? No

Basic Menu

1. Highway Conditions
5. Glacier Park Tourist Information
7. Information in Other States
 - a. For North Dakota Highways, press one ‘1’
 - b. For South Dakota Highways, press two ‘2’
 - c. For Road and Weather Information in Other Neighboring States, press three ‘3’
 1. Idaho Highways, please call: 1-888-432-7623
 2. Wyoming Highways, please call: 1-888-996-7623
 - d. For Montana Highways, press four ‘4’

Transit Menu None

Connection/Referral to Transit Systems? No

Ability to navigate up the Menu? No

Transfer to other 511 systems? Yes

Transfer to what other systems? Wyoming, Idaho

Date: April 2007



Phone Number: 800-906-9069

Co-branded Website: none

Opening Greeting

“Welcome to the Nebraska 511 Traveler Information System. If this is an emergency, hang up now and dial 911. This system uses voice recognition. To enable this feature, press the star ‘*’ key now.” For highway conditions, press one ‘1’; for information in other States press seven ‘7.’

911 Citation? Yes, in opening greeting

Basic Menu

1. Kansas highways press one ‘1’
2. South Dakota highways press two ‘2’
3. Road weather information in other neighboring states press three ‘3’
 - a. For Wyoming highways please call 1-888-996-7623
 - b. Four Colorado highways please call 303-639-1111
 - c. For Iowa highways please call 1-800-288-1047
4. Nebraska highway, press four ‘4’.

Transit Menu None

Connection/Referral to Transit Systems? No

Ability to navigate up the Menu? No

Transfer to other 511 systems? Yes

Transfer to what other systems? Wyoming, Iowa.

Date: April 2007



Phone Number: 877-687-6237

Co-branded Website: www.nevadadot.com

Opening Greeting

"Welcome to the Nevada 511 traveler information system. If this is an emergency, hang up now and dial 911. Command options include main menu. To return to the main menu say "back " to navigate backward to the menu. Repeat to hear the current main options again. At any time for assistance with menu options say "help" for instructions. For highway conditions, press or say one '1'; for information in other States, press or say seven '7'. "

911 Citation? Yes_

Basic Menu

1. Highway Conditions
7. Highway Information in Other States

Transit Menu None

Connection/Referral to Transit Systems? No

Ability to navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems?

For Utah highways please call: 1-866-511-8824,
For Arizona highways please call 1-888-411-7623 ,
For Idaho highways please call 1-888-432 7623 ,
For Oregon highways please call 1- 800-977-6368.

Date: April 2007

New Hampshire

Phone Number: 866-282-7579

Co-branded Website: www.nh.gov/dot/511

Opening Greeting

“Hello. Welcome to 511 travel information brought to you by the New Hampshire Department of Transportation. We would like feedback to help improve this new system. Using your keypad enter the first three letters of the city name followed by the pound ‘#’ key, or say the name of the city you want, or hold on for New Hampshire statewide reports. Menu--here are all the categories you can choose from: press one ‘1’ for highway traffic; press two ‘2’ for road weather; press three ‘3’ for statewide summary; press four ‘4’ for regional summary; press five ‘5’ for transit; press six ‘6’ for tourism; press seven ‘7’ for other States. For help with 511 you can push the star ‘*’ key. That’s all the categories. Just say the one you want.”

911 Citation? No

Basic Menu [Press zero ‘0’ to reach the main menu]

- 1 Highway Traffic
- 2 Road Weather
- 3 Statewide Summary
- 4 Regional Summary
- 5 Transit
- 6 Tourism
- 7 Other States

For help with 511 you can press the star ‘*’ key.

Transit Menu

"OK, Transit. For bus information in the State of New Hampshire you can visit [www.511nh.com] and click on the link ‘traveler information’. To hear other options say; “what are my choices” or press the pound ‘#’ key. You can say ‘help’ or go to menu at any time or for ‘help’ you can press the star ‘*’ key or for the menu press zero ‘0’. To repeat this section say "repeat that " or press nine '9' when you are done say "goodbye" or press star, star, star '***'. You will be invited to leave a comment to help us improve New Hampshire's new 511 system . Now go ahead and say what you would like to hear.”

Connection/Referral to Transit Systems? Yes

Ability to navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Rhode Island, Maine, Vermont

Date: April 6, 2007

North Carolina

Phone Number: 1-877-511-INNC [4662]

Co-branded Website: www.ncsmartlink.org/511

Opening Greeting

“Welcome to the North Carolina 511 travel information line brought to you by the North Carolina Department of Transportation. Say ‘main menu’ to return to this menu, or say ‘help’ for assistance. You can also press ‘88’ or ‘TT’ for touch tone at any time. When you hear the option you want, just say it. Now would you like highways, public transportation, weather, other services or other States.”

911 Citation? No

Basic Menu

1. For traffic, press one ‘1’
2. For public transportation, press two ‘2’
3. For weather, press three ‘3’
4. For other agencies that serve travelers, press four ‘4’;
5. To be connected to 511 systems in neighboring States, press five ‘5’; or
Press the pound key ‘#’ to tell us what you think.

You can get Help by pressing zero ‘0’. To return to this menu, press nine ‘9’ at any time.

Transit Menu

A. BUSES. Currently, information is available for the following areas. For Charlotte Area Transit, press one ‘1’; for Triad Area Transit, press two ‘2’; for Cabarrus County Transit, press three ‘3’; for Iredell County Transit, press four ‘4’ or enter the city or county code for which you would like transit information. The code for Cities are CI or 24 and the first four letters of the city name followed by the star ‘*’ key. The code for counties are CO or 26 and the first four letters of the county name followed by the star ‘*’ key. You can find a complete list of the cities, counties, roads, metro areas we cover on our website at [www.nc511.com].

1. Charlotte Area Transit. “The Charlotte Area Transit System uses a live agent Monday through Friday 6:00 a.m. to 6:30 p.m. At other times automated information is available. To be transferred to CATS at: 866-799-[CATS] 2287, pres one ‘1’. If you do not want to be transferred, press two ‘2’.

2. Triad Area Transit.

- a. For Hi-Tran in High Point, press one ‘1’.
“I can transfer you to Hi-Tran at: 1-336-889-7433.
Press one ‘1’ if you want to be transferred; press two ‘2’ if you don’t.”
- b. For Winston-Salem Transit Authority, press two ‘2’.
“I can transfer you to Winston-Salem Transit Authority at: 336-727-2000.
Press one ‘1’ if you want to be transferred. Press two ‘2’ if you don’t.”

North Carolina ... continued

- c. For Greensboro Transit Authority, press three '3'.
"I can transfer you to Greensboro Transit Authority at: 336-335-6499.
Press one '1' if you want to be transferred; press two '2' if you don't."
 - d. For Guilford County Transportation, press four '4'.
I can transfer you to Guilford County Transportation at: 336-641-4848.
Press one '1' if you want to be transferred; press two '2' if you don't."
 - e. For PART (Piedmont Authority for Regional Transportation), press five '5'.
"I can transfer you to PART at: 336-883- PART [7278].
Press one '1' if you want to be transferred; press two '2' if you don't."
- 3. Cabarrus County Transit.** "I can transfer you to the Cabarrus County Transportation System at: 704-920-7433. Press one '1' if you want to be transferred; press two '2' if you don't."
- 4. Iredell County Transit.** "I can transfer you to the Iredell County Area Transportation System at: 704-873-9393. Press one '1' if you want to be transferred; press two '2' if you don't."
- B. RAIL.** "I can transfer you to: 800-BY-TRAIN [800-298-7246]. Press one '1' if you want to be transferred; press two '2' if you don't." If you are calling from North Carolina, you can call them directly at 800-298-7246."
- C. FERRIES.** "I can transfer you to the North Carolina Department of Transportation, Ferry Division; your gateway to the Outer Banks at: 800-BY-FERRY [800-29-3779]. Press one '1' if you want to be transferred; press two '2' if you don't."

Connection/Referral to Transit Systems? Yes

Ability to Navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Virginia, Tennessee

Date: April 2007

North Dakota

Phone Number: 866-MY-ND-511 [866-696-3511]

Co-branded Website: [http://www.dot.nd.gov/divisions/maintenance/511_nd.html]

Opening Greeting

“Welcome to the North Dakota 511 Traveler Information System. North Dakota DOT wishes to remind you “drive safe, buckle up.” This system uses voice recognition. To enable this feature, press the star ‘*’ key now. Command options include main menu. To return to the main menu, ‘back’ to navigate backwards through menu. Repeat to hear the current menu options again. At any time for assistance with menu options say ‘help’ for instructions. For North Dakota highways, press or say one ‘1’; for South Dakota highways, press or say two ‘2’; for Montana highways, press or say three ‘3’; for Minnesota highways, press or say four ‘4’.”

911 Citation? No

Basic Menu

1. North Dakota Highways
2. South Dakota Highways
3. Montana Highways
4. Minnesota Highways

Transit Menu? No

Connection/Referral to Transit Systems? No

Ability to Navigate up the Menu? No

Transfer to other 511 systems? No

Transfer to what other systems? N.A.

Date: April 2007



Phone Number: 800-977-ODOT [6368] or the toll number is: 503-588-2941

Co-branded Website: www.TripCheck.com

Opening Greeting

“Welcome to the Oregon Department of Transportation’s TripCheck traveler information system. **Main Menu**—this menu has seven options: for road conditions by highways press one ‘1’ or say “highway”; for road conditions in mountain passes press two ‘2’ or say “mountain pass”; for road conditions in major cities press three ‘3’ or say “major cities”; for commercial vehicle restrictions press four ‘4’ or say “restriction”; for information about Oregon chain requirements press five ‘5’ or say “chain”; to hear traveler information phone numbers for bordering states press six ‘6’ or say “other States”; for information about ODOT’s [Oregon Department of Transportation] improved road condition reporting system press seven ‘7’ or say “information”. To repeat these options at any time, you may press zero ‘0’ or say “main menu”.

If you have questions about how to use the system or you would like to provide *feedback* please call 1-888-ASK-ODOT during regular business hours, that’s 1-888-275-6368 and choose option four ‘4.’ This report may not contain all state road conditions, construction and/or maintenance work in Oregon. Motorist can expect traffic restrictions, lane closures, detours and short delays. Watch for signs, flaggers and pilot cars and please bundle up and drive safely. You can find moiré detailed information on the internet at: TripCheck.com.”

911 Citation? No

Basic Menu

1. Road Conditions by Highway
2. Road Conditions in Mountain Passes
3. Road Conditions in Major Cities
4. Commercial Vehicle Restrictions
5. Oregon Chain Requirements
6. Traveler Information Phone Numbers for Bordering States
7. Information about ODOT’s Improved Road Condition Reporting System

Transit Menu: No

Connection/Referral to Transit Systems? No

Ability to Navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Washington, Idaho

Date: April 2007

Orlando/Central Florida

Phone Number: 866-510-1930

Co-branded Website: www.fl511.com

Opening Greeting

“Welcome to Central Florida’s travel information system. Say highway conditions or press one ‘1,’ say public transportation or press two ‘2,’ say airports or press three ‘3,’ say Port Canaveral or press four ‘4,’ say other parts of the State or press five ‘5,’ or you can say feedback or press the pound key ‘#’ to tell us what you think.”

911 Citation? No

Basic Menu [Note: To switch to touch-tone mode, press ‘88’]

1. Highway Conditions
2. Public Transportation
3. Airport
4. Port Canaveral
5. Other Parts of the State
- # Feedback

Transit Menu

“I can transfer you to transit information, ACCESS LYNX or carpools.

Say “transit information” or press one ‘1.’ Say “ACCESS LYNX” or press two ‘2’. Say “carpool” or press three ‘3’.”

1. Transit Information.

You have reached LYNX customer service. For fixed route bus assistance press one ‘1’; for lost and found press two ‘2’; for customer relations, concerns, compliments, and suggestions press three ‘3’; for information concerning advertising press four ‘4’; for ACCESS LYNX press five ‘5’; for LYNX jobline press eight ‘8’; for carpools and van pools press nine ‘9’; to repeat this message press seven ‘7’.”

1. Fixed Route Bus Assistance
2. Lost and Found
3. Customer Relations
4. Information Concerning Advertising
5. ACCESS LYNX
7. Repeat Message
8. LYNX Job Line
9. Carpools and Vanpools

Orlando/Central Florida ... continued

2. ACCESS LYNX

- a. “To check on the arrival of your vehicle for today, select option three ‘3’.
- b. If you would like to make a reservation for tomorrow or up to seven days in advance, cancel trips more than one day in advance or multiple trip changes, select option four ‘4’.
- c. To make comments or suggestions about ACCESS LYNX, select option five ‘5’.
- d. Questions concerning eligibility, select option six ‘6’.
- e. To cancel your reservation for today with less than 24 hours notice, select option seven ‘7’.

3. Carpool

“You have reached the LYNX Ride Share Line for Carpooling, Vanpooling to work and Adopt a Stop program,. If you are calling to make door-to-door pickup for persons with special needs, please contact ACCESS LYNX Department at 407-423-8747. Otherwise, Please leave your name, number and a brief message and we will get back to you.” *Note:* An employee responds to inquiries from 8:00 am to 5:00 pm Monday through Friday.

Connection/Referral to Transit Systems? Yes

Ability to Navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Northeast Florida, Southeast Florida, Southwest Florida, Tampa Bay, and Statewide Florida

Date: May 2007

Rhode Island

Phone Number: 888-401-4511

Co-branded Website: None

Opening Greeting

“Welcome to 511 travel information brought to you by the Rhode Island Department of Transportation. If this is an emergency, please hang up and dial 911. Your feedback will help to improve this system. To end this call say ‘goodbye’ and you can leave us your comments. Say the name of the city or town you want, or hold on for Rhode Island statewide reports.”

911 Citation: Yes

Basic Menu

[Note: You must press zero ‘0’ to get to the main menu.]

“**Menu.** Here are all the categories you can choose from. When you hear the one you want just say it: highway traffic, road weather, statewide summary, regional summary, transit, tourism, other States, help with 511. That’s all the categories. Just say the one you want.”

1. Highway Traffic
2. Road Weather
3. Statewide Summary
4. Regional Summary
5. Transit
6. Tourism
7. Help with 511
8. Other States

Transit Menu

1. For Bus Service Information in the State of Rhode Island press or say one ‘1’
 - a. RIPTA [Rhode Island Public Transit Authority] “Call 401-781-9400 or 1-800-244-0444 or visit on the web at: www.ripta.com”
 - b. Bonanza Bus Lines: “Call 401-751-8800 or 1-800-556-3815 or visit on the web at: www.bonanzabus.com”
 - c. Greyhound Lines: “Call 401-454-0790 or 1-800-231-2222 or visit on the web at: www.greyhound.com”
2. For Train Service Information in the State of Rhode Island press or say two ‘2’
 - a. Amtrak: “Call 1-800-872-7245 or visit on the web at: www.amtrak.com”
 - b. Providence Train Station: “At 401-727-7379”
 - c. Massachusetts State Transportation Authority: “At 1-800-392-6100 or visit on the web at www.mpta.com”

Rhode Island ... continued

3. For Ferry Service Information in the State of Rhode Island press or say three '3'
 - a. Bristol Improvements and Hog Island press or say one '1' or "Call 401-253- 9808".
 - b. Interstate Navigation Company to Block Island press or say two '2' or "Call 401-783-4613 or 1-860-442-7891 or 1-860-442-9553 or visit on the web at: www.blockislandferry.com "
 - c. Island Hi-Speed Ferry to Block Island press or say three '3' or Call 1-877-733-9425 or visit on the web at: www.islandhispeedferry.com"
 - d. Jamestown and Newport Ferry Company press or say four '4' or Call 401-423-9900 or visit on the web at: www.jamestownri.com"
 - e. Montauk Long Island, New York to Block Island press or say five '5' or "Call 516-668-5709 or 1-800-MON-TAUK [666-8285] or visit on the web at: www.vikingfleet.com"
 - f. RIPTA Providence to Newport Ferry Service press or say six '6' or Call 401-781-9400 or visit on the web at: www.ripta.com"
 - g. Vineyard Fast Ferry press or say '7' or "Call 401-295-4040 or visit on the web at www.vineyardfastferry.com
4. For Airport Information in the State of Rhode Island press or say four '4'
TF Green Airport: "Call 401-737-8222 or 1-888-268-7222 or visit on the web at: www.pvdairport.com"

Connection/Referral to Transit Systems? Yes

Ability to navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Maine, Vermont and New Hampshire

Date: April 2007

Sacramento/Northern California



Phone Number: 877-511-TRIP [8747]

Co-branded Website: www.sacreregion511.org

Opening Greeting

“Welcome to 511 your travel guide to the Sacramento Region and Northern California. For English press one ‘1’ [Spanish Insert]. For Sacramento, Yolo, Placer, El Dorado, Yuba and Sutter Counties press one ‘1’; for Bay Area 511 System press two ‘2’; for all other northern California areas including the Tahoe Basin press three ‘3’; for the National Weather Service, other 511 systems or 50Corridor.com information press four ‘4’.”

911 Citation: No

Basic Menu

1. Sacramento, Yolo, Placer, El Dorado, Yuba and Sutter Counties
 - a. Highway Information, press one ‘1’
 - b. Transit Information Including Public Transit Service to the Sacramento International Airport, press two ‘2’
 - c. Car Pooling, Van Pooling, Bicycling or Telecommuting, press three ‘3’
 - d. Amtrak Information, press four ‘4’
2. Bay Area 511 System, press two ‘2’ [Note: Press zero ‘0’ for the touch tone menu listed below.]
 - a. Traffic menu, press one ‘1’
 - b. Public Transportation menu, press two ‘2’
 - c. Ridesharing, press three ‘3’
 - d. Bicycling, press four ‘4’
 - e. Fast-Trax, press five ‘5’
 - f. Sacramento 511, press six ‘6’
 - g. Traffic conditions, press seven ‘7’
 - h. Driving Times, press eight ‘8’
 - i. Airports, press nine ‘9’
 - j. Paratransit, press ten ‘10’
 - k. Transit Agencies, press eleven ‘11’
 - l. AC Transit, press twelve ‘12’
 - m. Muni, press thirteen ‘13’
 - n. BART, press fourteen ‘14’
 - o. BTA, press fifteen ‘15’
 - p. Caltran, press sixteen ‘16’
 - q. Golden Gate Transit, press seventeen ‘17’
 - r. San-Tran, press eighteen ‘18’
 - s. All-Nighter, press nineteen ‘19’

Sacramento/Northern California



... cont'd.

3. All Other Northern California Areas Including the Tahoe Basin
 - a. Highway Information, press one '1'
 - b. Transit Information for the Tahoe-Truckee Area, Nevada, Butte, and Glenn Counties, press two '2'
 - c. Carpooling, Vanpooling, Bicycling, or Telecommuting, press three '3'
 - d. Amtrak Information, press four '4'

4. National Weather Service, Other 511 Systems, for 50Corridor.com Information
 - a. National Weather Service, press one '1'
 - b. Nevada 511 System, press two '2'
 - c. Oregon 511 System, press three '3'
 - d. 50Corridor.com Information, press four '4'

Transit Menu

1. **“For Sacramento County transit** information including public transit service to the Sacramento International Airport, press one ‘1’”
 - a. Regional Transit Bus and Light Rail Information, press one ‘1’
 - b. Public transit service to the Sacramento International Airport, press two ‘2’
 - c. Paratransit Service, press three ‘3’
 - d. Folsom Stage Line, press four ‘4’
 - e. CSUS [California State University-Sacramento] Shuttle, press five ‘5’
 - f. South County Transit, press six ‘6’
 - g. E-tran in Elk Grove, press seven ‘7’

2. **“For Yolo County transit** information including public transit service to the Sacramento International Airport, press two ‘2’”
 - a. Yolobus including public transit service to the Sacramento International Airport, press one ‘1’
 - b. Unitrans [University Transport System] Bus Service, press two ‘2’
 - c. Davis Community Transit curb to curb transportation service with priority to qualified elderly and disabled persons, press three ‘3’

3. **“For Placer and El Dorado Counties** transit information, press three ‘3’”
 - A. Placer County Transit press one ‘1’**
 - a. CTSA [Consolidated Transportation Services Agency] for the elderly and disabled persons including Auburn, Granite Bay, Rockland and Lewis Dial-a-Ride press two ‘2’
 - b. City of Roseville Transit including commuter service press three ‘3’
 - c. City of Auburn Transit press four ‘4’

Sacramento/Northern California ... cont'd.

- d. City of Lincoln Transit press five '5'
- e. North Lake Tahoe-Truckee Transit press six '6'
- f. Addition questions concerning transit services in Placer County press seven '7'

B. El Dorado County Transit Services including commuter services, press two '2'

- 4. **“For Yuba and Sutter Counties transit** information including Sacramento commuter service, press four '4'
- 5. **“For Tahoe-Truckee Area and Nevada County** press one '1'”
 - a. North Lake Tahoe-Truckee Transit, press one '1'
 - b. Gold Country Stage serving Western Nevada County and Auburn, press two '2'
 - c. Blue-Go Transit serving South Lake Tahoe, press three '3'
- 6. **“For Butte and Glenn Counties** press two '2'”
 - A. Butte County Transit press one '1'
 - a. Chico Area Transit, press one '1'
 - b. Oroville Area Transit, press one '1'
 - c. Paradise Express, press one '1'
 - B. Glenn County Transit including Glenn Ride with service to Chico, press two '2'

Connection/Referral to Transit Systems: Yes

Ability to Navigate up the Menu: Yes

Transfer to other 511 systems: Yes

Transfer to what other systems: Nevada and Oregon

Date: May 2007



Phone Number:: [800-215-4551](tel:800-215-4551)

Co-branded Website: www.511sd.com/

Opening Greeting

“Welcome to 511 San Diego County's new traffic, transit, and travel information service. All your 1-800 commute connections and more are available on 511. Also visit us on the web at: www.511sd.com . Main menu: [Note: Press one '1' if you want the instructions in Spanish] I can give you information on: traffic, public transportation, roadside assistance, ridesharing, or more choices-- [airports, Fastrak, bicycling, guaranteed ride home, traffic conditions, driving times, border crossing.] If you would like to hear these again say "repeat". Which would you like? "

911 Citation: No

Basic Menu

1. Traffic
2. Public Transportation
3. Road Side Assistance
4. Ride Sharing
5. More Choices
 - a. Airports
 - b. Fastrak
 - c. Bicycling
 - d. Guaranteed Ride Home
 - e. Traffic Conditions
 - f. Driving Times
 - g. Border Crossing

Transit Menu

1. Buses
 - a. Lost and Found
 - b. Automated Trip Planner
 - c. Departure Times
 - d. Operator
2. Trolleys
 - a. Lost and Found
 - b. Operator
3. The Coaster
 - a. Lost and Found
 - b. Special Events
 - c. Operator

San Diego  ... *continued*

4. Paratransit
 - a. Caller must name the paratransit agency or city

- 5 Commuter Train
 - a. Transfers caller to AMTRAK, Metro-link, the Coaster or for information on the Sprinter train

Connection/Referral to Transit Systems? Yes

Ability to Navigate up the Menu? Yes

Transfer to other 511 systems? No

Transfer to what other systems?

Date: July 19, 2007

San Francisco

Phone Number: 866-736-7433

Co-branded Website: www.511/org

Opening Greeting:

“Welcome to the Bay Area’s 511. Main menu: I can give you information on: traffic, public transportation, ride sharing, or more choices. Which would you like? To hear a complete list of what's available, say ‘what are my choices’ or press zero '0' for touch tone.

You can also interrupt me or say "help" at any time. Now what can I get you?"

911 Citation: No

Basic Menu

1. Traffic, press one '1'
2. Public Transportation, press two '2'
3. Ride Sharing, press three '3'
4. Bicycling, press four '4'
5. FasTrak, press five '5'
- 6 Sacramento 511, press '6'
- 7 Traffic Conditions, press seven '7'
- 8 Driving Times, press eight '8'
- 9 Airports, press nine '9'
- 10 Paratransit, press ten '10'
- 11 Transit Agencies, press eleven '11'
- 12 AC Transit, press twelve '12'
- 13 MUNI, press thirteen '13'
- 14 BART, press fourteen '14'
- 15 VTA, press fifteen '15'
- 16 Cal-train press sixteen '16'
- 17 Golden Gate Transit , press seventeen '17'
- 18 San-tran press eighteen '18'
- 19 All-nighter Service, press nineteen '19'

Transit Menu

1. **Transit Agencies** - You need to know the name of the transit agency or provide the name of the city you are traveling from.
 - a. AC Transit
 - b. Caltrain Central Contra Costa TA
 - c. Valley Transportation Authority
 - d. Samtrans [San Francisco Muni]
 - e. San Mateo County TD
 - f. Tri-Delta Transit
 - g. Vallejo Transit

San Francisco ... continued

- h. Golden Gate Transit [GGT]
 - 1. Ferry
 - 2. Bus
- i. BGF [Blue and Gold Ferry]
- j. AITFC [Angel Island-Tiburon Ferry Company]
- k. San Francisco BART [Bay Area Rapid Transit]
- l. San Mateo CityBus
- m. Modesto MAX [Modesto Area Express]
- n. San Joaquin RTD [Regional Transportation]
- o. HBF [Harbor Bay Ferry]
- p. Capitol Corridor
- q. VBF [Vallejo Baylink Ferry]
- r. WestCAT [Western Contra Costa Transit Authority]
- s. Wheels [Livermore/Amador Valley Transit Authority, LAVTA]
- t. UCT [Union City Transit]
- u. EGR [Emery GoRound]
- v. AOFS [Alameda/Oakland Ferry Service]
- w. ACE [Altamont Commuter Express]

2 Trans Links

Transfers you to the translink customer service center.

3. Commuter Incentives

Programs that provide commuters with monetary rewards as alternatives to traveling alone.

4. Airports

- a. San Francisco International
- b. Oakland International
- c. San Jose
- d. Sacramento

5. Paratransit You need to know the name of the county or provide the name of the city you are traveling from.

- a. SFP [San Francisco Paratransit]
- b. EBPC [East Bay Paratransit Consortium]
- c. Wheels Dial-a-Ride [City of Pleasanton Paratransit Service]
- d. Union City Paratransit

6 All-nighter Service

Transfers you to all-nighter service operator.

Connection/Referral to Transit Systems? Yes

Ability to Navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Sacramento

Date: July 14, 2007

South Dakota

Phone Number: 866-MY SD 511 [866-697-3511]

Co-branded Website: www.sddot.com/511.asp

Opening Greeting

“Welcome to the South Dakota 511 traveler information system. If this is an emergency, hang up now and dial 911. For South Dakota highways press ‘1’; for North Dakota highways press ‘2’; for Nebraska highways press ‘3’; for Montana highways press ‘4’; for Minnesota highways press ‘5’; for road weather information in other neighboring States press ‘6’.”

911 Citation: Yes

Basic Menu

1. South Dakota
2. North Dakota
3. Nebraska
4. Montana
5. Minnesota
6. Road weather information in other neighboring States;
 - a. For Wyoming highways, please call: 1-888-996-7623
 - b. For Iowa highways, please call: 1-800-288-1047
 - c. For Minnesota highways, please call: 1-800-542-0220

Transit Menu: No

Connection/Referral to Transit Systems? No

Ability to Navigate up the Menu? No

Transfer to other 511 systems? Yes

Transfer to what other systems? Wyoming, Iowa, Minnesota

Date: April 2007

Southeast Florida

Phone Number: 866-914-3838

Co-branded Website: www.southflorida511.com

Opening Greeting

“You’ve reached the Sun Guide traffic and public transit travel information service for South Florida--brought to you by the Florida Department of Transportation and the Miami-Dade Expressway Authority. [Para Espanol---Spanish text insert]. Please note that our system has changed. If you already know your route code, enter it followed by the pound ‘#’ or number sign key instead of the star ‘*’ key. Now you can choose to hear information about: highways, public transit, other services or other 511 systems? Which would you like? “

911 Citation: No

Basic Menu {Note: Press eight-eight ‘88’ to switch to touch tone only mode}

“Press one ‘1’ for highways; press two ‘2’ for public transit; press three ‘3’ for other services; press four ‘4’ for other 511 systems; to give feedback press the pound ‘#’ key and press the star ‘*’ key .to hear your options again.”

1. Highways
2. Public Transit
3. Other Services
4. Other 511 Systems
5. Feedback

Transit Menu

”Welcome to the Sun Guide public transit travel information service line. If you need instructions say ‘help’. You can press eight-eight ‘88’ or ‘tt’ for touch tone. Press one ‘1’ for Broward County Transit, press two ‘2’ for Miami-Dade, press three ‘3’ for Palm Tran, press four ‘4’ for Tri-Rail or press five ‘5’ for South Florida’s Ride Sharing and Emergency Ride Services. Press the star ‘*’ key to hear your options again.”

1. Broward County Transit

- a. Schedule, press ‘1’
- b. Fares, press ‘2’
- c. General Information, press ‘3’
 1. For the Lost and Found Department, press ‘1’
 2. For Special Events, press ‘2’
 3. To talk to an agent who can assist you with trip planning, press ‘3’
 4. To make a comment, complaint or suggestion, press ‘4’

Southeast Florida ... continued

5. For More Options, press '5'
 - a. To learn about taking your bicycle on the bus or wheelchair accessibility, press '1'
 - b. For maps and schedules by mail, press '2'
 - c. Or to learn about TOPS [Transportation Options] for those with disabilities that prevent them from using regular fixed route bus transportation, press '3'
6. Or to select another transit system, press '6' now
- d. To Choose Another Transit Authority, press '4'
- e. To return to this menu, press '9' at any time

2. Miami-Dade Transit

- a. Schedule, press '1'
- b. Fares, press '2'
- c. General Information, press '3'
 1. For the Lost and Found Department, press '1'
 2. For Special Events, press '2'
 3. To talk to an agent who can assist you with trip planning, press '3'
 4. To make a comment, complaint or suggestion, press '4'
 5. For More Options, press '5'
 - To learn about taking your bicycle on transit, press '1'
 - To hear about wheelchair accessibility, press '2'
 - For maps and schedules by mail, press '3'
 - Or to learn about special transportation services for those who can not use regular public transportation, press '4'
 6. Or to select another transit system, press '6' now
- d. To Choose Another Transit Authority, press '4'
- e. To return to this menu, press '9' at any time

3. Palm Tran

- a. Schedule, press '1'
- b. Fares, press '2'
- c. General Information, press '3'
 1. For the Lost and Found Department, press '1'
 2. For Special Events, press '2'
 3. To talk to an agent who can assist you with trip planning, press '3'
 4. To make a comment, complaint or suggestion, press '4'
 5. For More Options, press '5'
 - To learn about taking your bicycle on the bus and wheelchair accessibility, press '1'
 - For maps and schedules by mail, press '2'
 - Or to learn about special transportation services for those who can not use regular public transportation, press '3'

Southeast Florida ... continued

- 6. Or to select another transit system, press '6' now
- d. To Choose another Transit Authority, press '4'
- e. To return to this menu, press '9' at any time

4: Tri- Rail

- a. Schedule, press '1'
- b. Fares, press '2'
- c. General Information, press '3'
 - For the Lost and Found Department, press '1'
 - For Special Events, press '2'
 - To talk to an agent who can assist you with trip planning, press '3'
 - To make a comment, complaint or suggestion, press '4'
 - For More Options, press '5'
 - To learn about taking your bicycle on the train or wheelchair accessibility, press '1'
 - For maps and schedules by mail, press '2'
 - Or to select another transit system, press '6' now
- d. To Choose Another Transit Authority, press '4'
- e. To return to this menu, press '9' at any time

5: South Florida's Ridesharing and Emergency Ride Services

"Commuters who use transit at least three times a week are eligible for the emergency ride home program. It will provide free taxi service in emergency situations for registered commuters in Broward, Miami-Dade, and Palm Beach Counties twenty-four hours a day, seven days a week. I can transfer you to the customer service center at 1-800-234-RIDE [7433] twenty-four hours a day. Would you like to be transferred? Press '1' for yes or '2' for no."

Connection/Referral to Transit Systems? Yes

Ability to Navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Central Florida, 511 Tampa Bay, Florida Statewide

Date: May 2007

Tampa Bay

Phone Number: 800-576-3886

Co-branded Website: www.511tampabay.com

Opening Greeting

“Welcome to 511 Tampa Bay. Do you want information on traffic conditions, public transportation; including airports and seaports or events? To reach a different 511 system say “transfer.” If you are near the 511 Tampa Bay, try saying ‘help’ now.”

911 Citation? No

Basic Menu

1. Traffic conditions
2. Transit
3. Events
4. Other 511 System

Transit Menu.

You need to know the name of the mass transit system, airport, or seaport.

Note: For non-residents, to identify transit agencies, say “list.”

1. Lakeland Area Mass Transit Citrus “Connection number is 863-688-7433”
2. Hartline [Hillsborough Area Regional Transportation] “Information number is: 813-254-4278 “
3. Madison County Area Transit [MCAT] “MCAT number is 941-747-8621 ex 227”
4. Pasco County Public Transportation [PCPT] “Information number is 727-834-3322”
5. St Petersburg-Clearwater International Airport “General Information number is 727-453-7800”
6. Port of Tampa “Main Office number is 813-905-7678 or 800-741-2297”
7. Sarasota Bradenton Airport “General Information number is 941-359-2770”
8. PSTA [Pinellas Suncoast Transit Authority] “Info line number is 727-530-9911”
9. Tampa International Airport “General Information number is 813-870-8770:”
10. Tampa Union Station “Service number is 800-USA-RAIL [800-872-7245]”

Connection/Referral to Transit Systems? Yes, if you know the name of the system you will be given contact information.

Ability to Navigate up the Menu? Yes, just say “main menu” at any time.

Transfer to other 511 systems? Yes

Transfer to what other systems? Statewide Florida, Orlando, Miami-Dade County

Date: July 2007



Phone Number: 877-244-0065

Co-branded Website: www.tn511.com

Opening Greeting

“Welcome to 511 travel information brought to you by the Tennessee Department of Transportation. Menu: to hear up-to-date traffic information say "traffic conditions" or press one '1', for weather conditions say "weather" or press two '2' , to transfer to a 511 system in a neighboring State say "other States" or press three '3', to leave a comment with your feedback on the system say "comment" or press four '4', for assistance on using the system say "help" or press five '5'. To hear these options again say "repeat" or press star '*'. Please make your selection."

911 Citation: No

Basic Menu

1. Traffic Conditions, press one '1'
 2. Weather, press two '2'
 3. Other States, press three '3'
 4. Comment , press four '4'
 5. Help, press '5'
- * Repeat

Connection/Referral to Transit Systems? No

Ability to Navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? North Carolina, Kentucky, Virginia

Date: July, 2007



Phone Number: 866-511-UTAH (8824)

Co-branded Website: None

Opening Greeting

“Welcome to Utah’s 511 travel information service. Main Menu—here are all your choices. When you hear the one you want just say it: traffic, public transit, road conditions, ferries, or surrounding States. You can also say “help” or press zero ‘0’ at any time.”

911 Citation: No

Basic Menu

1. Traffic
2. Public Transit
3. Road Conditions
4. Ferries [Lake Powell]
5. Surrounding States

Transit Menu

1. **Buses.** “Say ‘stop’ to cancel. Local buses generally run from 6:00 am to midnight on weekdays and 7:00 am to midnight on Saturdays. Buses have more limited hours on Sundays. For more information say “connect me” or visit ‘rideuta.com’. You can pay your fare on the bus and get a free transfer to another bus or TRAX, or buy your fare at a vending machines at any TRAX station. A day pass can be purchased for same day use at vending machines at TRAX stations. Check ‘rideuta.com’ for more UTA bus information.”
2. **TRAX Light Rail.** “Say ‘stop’ to cancel. TRAX Light Rail runs from 5:30 am to 11:00 pm Monday through Saturday. Late night service runs on Friday and Saturday nights. The last train leaves downtown at 1:00 am; for updates visit ‘rideuta.com’. During special events TRAX adds later and more frequent evening service. During peak commute hours TRAX stops at stations every 10 minutes, during off peak times it stops every 15 to 30 minutes. Free transfers are allowed between TRAX and local buses with a valid ticket or transfer. A day pass can be purchased for same day use at vending machines at TRAX stations.”
3. **Flex Tran.** “Say ‘stop’ to cancel. Flex Tran, also known as paratransit service, offers curb to curb shared ride service for eligible riders from 5:00am to 11:00 pm Monday through Saturday. Limited service is available on Sunday and limited late night service is available Friday and Saturday. This service must be reserved at least one day in advance and operate in same area and during the same hours as the fixed route service. For more information on paratransit services, contact Flex Tran directly at: 1-801-287-7433.”

4. **Ride Share.** “Say ‘stop’ to cancel. UTA’s Ride Share program offers an alternative to driving alone including carpool and vanpool matches with other commuters who live and work in the same area who want to share a ride. Other Ride Share services include: alternate work hours, bicycling commuting, van leasing and eco-pass (a discounted transit pass sponsored by your employer). Visit ‘utarideshare.com’ for more information.”

Connection/Referral to Transit Systems? Yes

Ability to Navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Arizona, Nevada, Idaho, Wyoming, Colorado.

Date: April 2007



Phone Number: 800-ICY-ROAD (800-429-7623)

Co-branded Website: www.511vt.org

Opening Greeting

“Hello. Welcome to 511 travel information brought to you by the Vermont Agency of Transportation [V-trans]. V-trans would like feedback to help improve this new system. When you are done say ‘goodbye’ and you can leave us your comments. Menu--here are all the categories you can choose from. When you hear the one you want just say it: highway traffic, road weather, regional summary, statewide summary, ferries, transit, tourism, other states, help with 511, comment on 511. If you need to talk with a live operator just say ‘operator’. That’s all the categories. Just say the one you want.”

911 Citation: No

Basic Menu

1. Highway traffic
2. Road Weather
3. Regional summary
4. Statewide summary
5. Transit
6. Ferries
7. Tourism
8. Other States
9. Comment on 511

Transit Menu

For bus information in the State of Vermont you can visit www.vpta.net or you can call 1-800-685-7433 for bus routes, schedule, and ride share information.

Connection/Referral to Transit Systems? Yes

Ability to Navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Rhode Island, Maine, New Hampshire

Date: April 2007



Phone Number: 800-578-4111

Co-branded Website: www.511virginia.org

Opening Greeting

“Welcome to 511 Virginia, sponsored by the Virginia Department of Transportation—your source for statewide traffic, travel, and weather information any time. You can say ‘main menu’ at any time to return to this menu. If you need instructions say ‘help’. Do you want information about highways, public transportation, weather, or travel services? You can also get information for other states. What would you like?”

911 Citation: No

Basic Menu

1. Highway, press one ‘1’
 2. Public Transportation, press two ‘2’
 3. Weather, press three ‘3’
 4. Travel Services, press four ‘4’
 5. Other States, press five ‘5’
- # “Say ‘feedback’ to tell us what you think. press pound ‘#’.”

Transit Menu.

”Which city or agency do you want to hear about? “

1. **WMATA.** “I can transfer you to the Washington Metropolitan Area Transit Authority’s (WMATA) Customer Service Department at 202-637-7000. WMATA can give you information on the transit agencies in the Washington, DC metro area. Would you like to be transferred?”
2. **Valley Metro.** “Valley Metro offers bus service for the Greater Roanoke Area. They also provide transportation for disabled individuals who are unable to ride a Valley Metro bus. The service operates Monday through Saturday from 5:45am to 8:30pm. I can transfer you to Valley Metro Customer Service line at 540-982-2222. Would you like to be transferred?”
3. **Smart Way Commuter Bus Service.** “Smart Way Commuter Bus Service offers bus service for the communities of Roanoke, Salem, Christiansburg and Blacksburg. The service operates Monday through Saturday from 5:45am to 8:45pm. I can transfer you to Smart Way Customer Service line at 540-982-6622. Would you like to be transferred?”
4. **Richmond.** “I can transfer you to the GRTC transit system at 804-358-4782. Would you like to be transferred?”

5. **Blacksburg Transit.** “Blacksburg transit offers bus service for Virginia Tech and the Town of Blacksburg. I can transfer you to the Blacksburg Transit at 540-961-1185.”
6. **Harrisonburg Transit.** “Harrisonburg Transit offers bus service for the City of Harrisonburg and for James Madison University. The service operates Monday through Friday 6:00am to 9:00pm and Saturday 8:00am to 7:00pm. I can transfer you to the Harrisonburg Department of Public Transportation at 540-432-0492. Would you like to be transferred?”
7. **Winchester Transit.** “Winchester Transit offers two public transportation services to the City of Winchester—a fixed route service and a paratransit service. The service operates Monday through Friday 8:00am to 5:00pm. The customer service line can be reached Monday through Friday from 6:00am to 6:00pm and Saturday from 9:00am to 4:00pm at 540-667-1815. Would you like to be transferred?”

Connection/Referral to Transit Systems? Yes

Ability to Navigate up the Menu? Yes, “Just say ‘main menu’ at anytime.”

Transfer to other 511 systems? Yes

Transfer to what other systems? North Carolina, Kentucky, Tennessee

Date: June 2007

Washington State

Phone Number: 800-695-7623

Co-branded Website: www.wsdot.wa.gov/traffic/511

Opening Greeting

“This is the Washington State Department of Transportation’s 511 travel information system. If you prefer to speak your responses please remain on the line, or if you prefer to use our touch tone system, press pound ‘#’ now. For Washington State ferry say “ferry;” for mountain pass conditions say “mountain pass;” for current traffic conditions say “traffic;” for other travel information say “more choices;” for help at any time say ‘help.’ This call could be monitored for quality assurance. Under ‘more choices:’ you can say; weather, .public transit, passenger rail, airlines, travel numbers or express lane.”

911 Citation: No

Basic Menu - Touch tone only.

1. For Washington State Ferry information, press one ‘1’
2. For Current Traffic Conditions, press two ‘2’.
3. For Mountain Pass Conditions, press three ‘3’
4. To access the Oregon 511 system, press four ‘4’
5. For Express Lane Status, press five “5”
8. To repeat, press eight ‘8’

More Choices: [Voice Recognition only]

- a. Weather
- b. Public Transit
- c. Passenger Rail
- d. Airlines
- e. Travel Information Numbers for adjacent States, provinces, and cities
- f. Express Lane Status

Transit Menu

Note: Only through Voice Recognition and saying “more choices” - not through touch tone. You also need to know the name of the city or county.

1. Seattle

- a. Community Transit can be reached toll free at 800-562-1375 and locally at 425-348-7100.
- b. King County Metro can be reached at 206-553-3000.
- c. Sound Transit can be reached toll free at 888-889-6368.

Washington State  ... continued

2. **Walawala** is served by Valley Transit. The telephone number is 509-525-9140
3. **Vancouver** is served by C-Tran. The telephone number is 360-696-4494.
4. **Olympia** is served by Intercity Transit. The telephone numbers are toll free at 800-287-6348 and locally at 360-786-8585
5. **Spokane Transit Authority** telephone number is 509-325-6000.

Connection/Referral to Transit Systems? Yes

Ability to Navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Oregon, Idaho

Date: April 2007



Phone Number: 888-996-7623

Co-branded Website: www.wyoroad.info

Opening Greeting

“Welcome to Wyoming’s travel information. We’re sorry but service is being revamped and is temporarily unavailable. The listing of construction projects are posted on line at [www.wyoroad.info]. Road and weather reporting will resume at this number beginning this fall. Thank you for calling Wyoming’s travel information. Remember to buckle up and drive safely. Thank you for calling. Goodbye.”

911 Citation: No

Basic Menu: No

Transit Menu: No

Connection/Referral to Transit Systems? No

Ability to Navigate up the Menu? No

Transfer to other 511 systems? No

Transfer to what other systems? Oregon, Idaho

Date: July 24, 2007

III. Thirty-four 511 Systems: Areas of Commonality and Uniqueness

1. Thirty-three systems begin their 511 menus with highway information
[Washington State 511 begins its menu with transit 'ferry service' information]
2. Thirty-one systems have co-branded websites
[Three systems have no website: Nebraska, Rhode Island, Utah]
3. Twenty-six 511 services are Statewide systems
[Seven are metro: Cincinnati/ Northern Kentucky, MoDot/St. Louis, Orlando, Southeast Florida, Sacramento/ Northern California, San Diego, Tampa Bay]
4. Eighteen systems provide public transit information [Arizona, Cincinnati/ Northern Kentucky, Maine, Minnesota, Mo-Dot/St.Louis, New Hampshire, North Carolina, Orlando/Central Florida, Rhode Island, Sacramento/Northern California, San Francisco Bay Area, San Diego, Southeast Florida, Tampa Bay, Utah, Vermont, Virginia, Washington State]. *Eleven systems* will automatically transfer, if requested, a caller to a transit provider [Arizona, Cincinnati/Northern Kentucky, Maine, Minnesota, North Carolina, Orlando/Central Florida, Sacramento/Northern California, San Diego, San Francisco, Southeast Florida, Virginia]. *Transit information* is for bus, rail and ferry services and sometimes airport services as well. This transit information may also include Paratransit, Dial-a-Ride and Route Deviation services.
5. Sixteen 511 systems provide weather information.
6. Fifteen will transfer the caller to another 511 system [Kentucky Statewide, Florida Statewide, Maine, Nevada, New Hampshire, North Carolina, Orlando/Central Florida, Rhode Island, Sacramento/Northern California, San Francisco Bay Area, Southeast Florida, Tampa Bay, Vermont, Virginia, Washington State].
7. Thirteen systems provide the caller the opportunity to give feedback on the 511 service [Alaska, Arizona, Cincinnati/ Northern Kentucky, Florida Statewide, Kentucky Statewide, Louisiana, Minnesota, North Carolina, New Hampshire, Oregon, Southeast Florida, Vermont, Virginia]
8. Eight systems provide information on ferry services [Alaska, Maine, North Carolina, San Francisco Bay Area, Rhode Island, Utah, Vermont, Washington State]
9. Eight systems provide the caller with information on tourism sites within the State [Arizona, Idaho, Kentucky Statewide, Maine, Montana, New Hampshire, Rhode Island, Vermont]
10. Four systems caution callers to hang up and call 911 if in an emergency situation [Kansas, Nebraska, Rhode Island and South Dakota]
11. Two 511 systems share a common website [Orlando/Central Florida and Florida Statewide]
12. One uses a motto for its 511 system: “Travel in the Know” [Alaska]
13. One travel information system is being revised and is temporarily unavailable.[Wyoming]

